



## Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, April 2, 2014

**Member Attendance:** James Beaubeaux, San Diego County Medical Society; Lauren Chin, County Behavioral Health Services (BHS); Debra Fitzgerald, Health and Human Services Agency (HHSA), Healthy San Diego (HSD); Kim Fritz, Care1st; Karis Grounds, 2-1-1 San Diego; Walter Hekimian, Edgemoor; Pam Hoyer, Dual Eligible Consumer; Carol Hubbard, Program of All-Inclusive Care for the Elderly (PACE); Ruth Kenzelmann, OptumHealth Public Sector; Molly Kintz, Loving Care Adult Day Health Care; Gwendolyn Leake Isaacs, Kaiser Permanente; Jenel Lim, Aging and Independence Services (AIS); Rogelio Lopez, Health Net; Sabra Matovsky, Molina Healthcare; Janice Milligan, Health Net; Pamela Mokler, Care1st; Vickie Molzen, AIS; Bob Prath, AARP; Juanita Rettinghaus, Edgemoor; Bud Sayles, In-Home Supportive Services (IHSS) Public Authority; George Scolari, Community Health Group (CHG); Peter Shih, HHSA; Ann Thompson, Kaiser Permanente; Janet Vadakkumcherry, Council of Community Clinics (CCC); David Well, Elder Law and Advocacy – HICAP; Cheryl Wilson, San Diego Senior Alliance; and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

**Guest Attendance:** Scott Crawford, Kaiser Permanente; Claudia Hensel, Harbage Consulting; John Jimenez, Shea Family Care; Rick Mendlen, Shea Family, Light Bridge Hospice; Jill Merolew, Light Bridge Hospice; and Amy Morrison, Care1st.

### Welcome and Introductions

#### CCI/Cal MediConnect Outreach Plan Update

- Harbage Consulting is continuing their Cal MediConnect outreach to beneficiaries and frontline staff.
- There will be beneficiary assistance trainings for Caregiver groups during the first two weeks in April.
- Harbage has been working with the Latino Networking Connection to staff health care fairs.
- There is now a Train the Trainer request link available on the CalDuals website.
- Train the Trainer slides are continuously being updated as clarification from the State is received.
- The Train the Trainer slide decks are posted on the CalDuals website. Harbage will email the San Diego specific slide deck to Jenel Lim.
- Regional IHSS worker presentations organized by Harbage have been scheduled and the training details will be added to the CalDuals online calendar.
- Currently Harbage is focusing outreach to non-plan providers.
- The committee asked that Harbage continue beneficiary outreach and requested that a representative from Harbage regularly attend the Communication Workgroup meetings.

#### Additions to the Agenda

- It was requested that the Skilled Nursing Facilities (SNFs) Association(s) identify a representative to sit on the Advisory Committee.
- There is a 50% consumer requirement for the Advisory Committee. The Chair would like to know how many consumers would be needed for the 50% requirement. The discussion will be continued at the Communication Workgroup.

- Outreach needs to be done for consumers who were but are no longer attending the Advisory Committee meetings.
- Harbage will identify a representative to be a member of the Advisory Committee.
- MSSP Kickoff Meeting Update
  - The meeting discussion was centered on gaining a deeper understanding of how the Multipurpose Senior Services Program (MSSP) will work.
- Edgemoor Kickoff Meeting Update
  - The meeting with Edgemoor and the Health Plans focused on what types of care are available at Edgemoor and patient criteria.

### **Review and Approval of the March 5, 2014 Meeting Minutes**

- The March 5, 2014 meeting minutes were approved as written.

### **CCI/Cal MediConnect Updates**

- 59 calls were received by the San Diego Ombudsman office on Monday, March 31, 2014. 264 calls were received on Tuesday. Eighty (80) calls were forwarded to specific County Ombudsman offices. The call wait time was 6 seconds. The average talk time was 9 minutes.
- Focus of calls
  - 61% - requesting information and general knowledge about Cal MediConnect, including callers that were totally unaware of the Cal MediConnect program
  - 17% - enrollment problems or questions
  - 17% - network adequacy
  - 5% - continuity of care issues
- San Diego HICAP reported that they received 300 calls on Monday and that they continue to receive several hundred calls a day concerning Cal MediConnect. HICAP also reported that they are getting more than one call from some individuals because of the multiple notices from the State and County that are being received. There are also some misinformed stakeholders that are passing on incorrect information to beneficiaries.
- Greg Knoll requested a complete beneficiary enrollment packet for reference to use at CCHEA.
- Healthy San Diego – Health Care Options staff refer all Cal MediConnect clients/questions on to CCHEA or HICAP. This includes all callers to the Healthy San Diego Information Line (619-515-6584).
- Those who call to request the NOA in an alternative format using the phone number posted are not being given the correct information on the availability of alternative format NOAs.

### **Healthy San Diego Behavioral Health Work Group Meeting Update**

- This work group is currently focused on the expanded Medi-Cal mental health benefits.
- This work group continues to meet monthly.
- Providers are being credentialed through one credentialing verification organization.

### **Communication Workgroup Update**

- The MSSP will not start until August 1, 2014.
- 2-1-1 San Diego is creating direct referral emails for HICAP and CCHEA.
- PACE has lost five Health Net members to brokers. The Health Plans are working on broker outreach. It was suggested that a flyer be created for PACE members asking that they not deal with brokers.

**IHSS P&P Workgroup Update**

- The draft IHSS P&P was distributed to the committee for review.

**“IHSS: Competing Objectives, Politics, and the Peter Principle Discussion” – paper by Pam Hoye**

- The committee thanked Pam for her thoughts and insights into IHSS.

**Miscellaneous Updates and Announcements**

- Janice Milligan is retiring from Health Net.

**Suggested May Meeting Agenda Items**

- IHSS P&P Approval

**Next Meeting**

The next meeting will be held on May 7, 2014 from 9:30am-11:30am at the San Diego County Medical Society.

*Meeting minutes transcribed by Harvest Pepper*